



PHILIPPINES CLIMATE CHANGE MITIGATION PROGRAM

A Joint Program of the



Philippines Department of Energy



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CLIMATE CHANGE INFORMATION CENTER (CCIC) PERFORMANCE EVALUATION REPORT (DRAFT)

Submitted to the:



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Climate Change Information Center Performance Evaluation Report

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Climate Change Information Center (CCIC) Performance Evaluation Report

1. Highlights

- a. CCIC's overall performance from January 1999 to October 2000 is "Very Good". This is based on a quantitative and qualitative evaluation of each deliverable indicated in the Sub-contract Agreement, as well as, outputs delivered by CCIC which are beyond the requirements of the said Agreement. Following is a summary of the evaluation ratings per deliverable:

- | | |
|--|-------------|
| • Library Services: | "Excellent" |
| • Basic Briefings: | "Excellent" |
| • Establish a Website: | "Excellent" |
| • Maintain a Website: | "Excellent" |
| • Publish a Philippine Energy Climate Brief: | "Fair" |
| • Publish at least 16 Articles: | "Fair" |
| • Link with PowerNet: | "Excellent" |
| • Maintain Linkages with other organizations and acquisition of information on climate change: | "Excellent" |

- b. Outputs that were delivered in addition to the prescribed requirements of the sub-contract are as follows:

- Fora
- Co-implementation of an International Convention
- Participation in local, national, and international exhibits

- c. These activities now form part of the training deliverable under Basic Briefings.

As Sub-contractor, the Manila Observatory's performance was rated "Very Good". This is based on the MO-CCIC's contractual performance using the following criteria:

- Quality of the required product or service
- Cost Control;
- Timeliness of Performance; and
- Business Relations.

- d. In order for the CCIC to become the focal point on climate change, the Manila Observatory needs to further strengthen the Center. Internally, CCIC's organizational structure, manpower complement, facilities, and financial capacity need to be enhanced. Externally, the CCIC has to enhance its linkages and actively promote its services at the local and international levels.

*Disturbing
climate* →

2. Background: Climate Change Information Center Activity under the Philippines Climate Change Mitigation Program (PCCMP)

As party to the United Nations Framework Convention on Climate Change, the Philippines recognized the need to respond to the growing concern on global warming and climate change. The need for an organization that will institutionalize the diffusion of knowledge and awareness on climate change in the country and that will facilitate the development of local capacity to implement climate change mitigating solutions is one of these concerns.

Through the Department of Environment and Natural Resources (DENR) and the Department of Energy (DOE), the Philippines established the Climate Change Information Center (CCIC) in January 1999. The establishment of the CCIC was a two-year activity under the Philippines Climate Change Mitigation Program (PCCMP), a vehicle to implement the Strategic Objective Agreement between the US Government and the Philippine Government.

Under sub-contractor agreement # A4201-8S-0007, the Manila Observatory (MO) of the Ateneo de Manila University, in Quezon City, in collaboration with the Inter Agency Committee on Climate Change (IACCC), was engaged by PA Consulting Group (Hagler Bailly) for developing, managing, and maintaining the CCIC. The Sub-contract covers the period from October 1998 to December 2000. Although the project was supposed to have terminated last December 2000, the MO is currently operating using resources from this sub-contract, which have yet to be fully expended. The USAID and DOE have approved in principle to extend the project until April 2001 to allow for the development and implementation of a sustainability plan for the CCIC. So far, no new resources have been provided to the MO/CCIC for this extension.

As originally envisioned, the CCIC will provide information, education, and training resources on climate change. The Center, in the long term, is expected to evolve into a national focal point on climate change as well as the ASEAN regional climate change information center that will provide information and services on the state-of-the-art technologies and approaches to adapting to climate change. During its two-year implementation period as an activity under the PCCMP, the Center's efforts will be focused on capacity-building as well as laying the foundation for its long-term vision.

3. Mid-Term Evaluation

3.1 Rationale

Under the terms of the Sub-contract agreement, a monitoring of MO's performance shall be the shared responsibility of PA Consulting, the USAID, and the IACCC

Secretariat. Said performance monitoring shall be conducted through, among others, the conduct of a mid-term evaluation. Specifically,

"A mid-term evaluation will be conducted by Hagler Bailly after one year of operation of the CCIC. Performance of the CCIC will be evaluated against the activity specifications contained in the TOR. Additionally, the CCIC will be evaluated based on a number of relevant measures that will be established prior to the operation of the CCIC. A brief survey of 25-40 CCIC users (including EXECOM members if relevant) will be conducted in order to determine user satisfaction with the CCIC services, identify the extent and type of users, and gather recommendations on opportunities for improvement."

In addition, the MO shall be evaluated according to Interim Performance Indicator 3: *"The CCIC receives net positive reviews from users during the Midterm Evaluation Survey"*, as specified in the PCCMP 1998 Annual Work Plan.

3.2 Scope and Methodology

This midterm project evaluation covers the performance period of January 1999 to October 2000.

- It determines whether the prescribed/contracted outputs were delivered satisfactorily and completely by the sub-contractor;
- It examines MO's efficiency in delivering said outputs;
- It analyzes CCIC's effectiveness based on its envisioned functions; and
- It evaluates CCIC's contractual performance and business relationship with PA Consulting.

The evaluation consists of two parts: a quantitative rating of the performance and a qualitative assessment of each deliverable. The quantitative rating indicates the overall evaluation of MO-CCIC performance based on the rating for each deliverable. The qualitative rating provides a description/explanation of the bases for the quantitative rating given.

Annex 1 presents the deliverables of the Manila Observatory and the CCIC under the TOR of the sub-contract.

Annex 2 presents a detailed description of the evaluation methodology.

4. Results of the Evaluation

4.1 Overall Performance Rating

The MO-CCIC delivered all required 11 outputs. Except for "fair" ratings on two publication outputs, all other deliverables were rated excellent or very good. Out of a total perfect score of 55 points, the MO-CCIC's overall score is 46 or a performance rating of "Very Good".

Contract Deliverables	Delivered		Rating				
	Yes	No	Excellent	Very Good	Good	Fair	Fail
Category							
A Day to day Responses							
1. Library Services							
a Field Basic Questions and Inquiries	✓		5				
b Provide hard copies of technical information	✓		5				
2 Develop and conduct basic briefing							
a Briefing	✓		5				
b Training	✓		5				
c Launching Ceremonies	✓		5				
B Special Activities							
1 Establish and maintain a website							
a Establish	✓		5				
b Maintain	✓			4			
2 Publish a Philippine Energy Climate Brief	✓						
3 Publish at least 16 articles	✓					1	
4 Link with Powernet	✓		5				
5 Maintain linkages with other organizations and acquisition of information on climate change	✓		5				
Sub-Totals	11		40	4	-	2	-
OVERALL SCORE			46				
Perfect Score			55				
Performance Rating			VERY GOOD				

The qualitative evaluation is described in detail in Annex 3.

4.2 Contractual Performance

The MO-CCIC was also rated in terms of its performance as sub-contractor under the Philippines Climate Change Mitigation Program (PCCMP). Overall rating is "Very Good". This rating is based on the following criteria using the same rating scale applied for the deliverables:

Contractual Performance Criteria	Excellent (5pts.)	Very Good (4)	Good (3)	Fair (1)	Fail (0)
Quality of Product or Service		✓			
Cost Control	✓				
Timeliness of Performance		✓			
Business Relations	✓				
Total Possible Score for Contractual Performance	20				
Overall MO-CCIC Score	18				
Equivalent Rating	Very Good				

5. Conclusion

The results of the evaluation of MO-CCIC's performance from January 1999 to October 2000 are highly encouraging and maybe considered as firm basis for continuing the Center beyond its project activity status. It can be gleaned that the CCIC developed the capability to provide the services prescribed in the contract and even beyond it. Furthermore, the two-year project implementation period provided the CCIC sufficient opportunities to establish and prepare itself for the long-term vision of becoming the national focal point on climate change information and potentially evolving into the ASEAN regional information center on climate change. This conclusion is further strengthened by the evaluation made on MO-CCIC's contractual performance as a Center. It is capable of handling the administrative and operational requirements of an information center.

In the two-year existence of the CCIC, it has definitely acquired recognition as an institution for research and as information "hub" on climate change in the local and regional levels. As such it should continue pursuing its various information dissemination activities, like briefings, trainings, publications, and institutional linkages, as well as research activities.

6. Recommendations

The MO-CCIC was able to earn a high level of recognition despite certain limitations it currently faces, like manpower resources, physical resources, as well as funding. The CCIC is determined to pursue its mission of providing information, education, and training resources on climate change, as well as, becoming both as a national and regional focal point on climate change. It intends to be fully equipped with information on the state-of-the art technologies and approaches to addressing climate change issues and concerns.

To realize these and maintain its envisioned role, the CCIC has to be strengthened internally and externally. Internally, further support or enhancements have to be put into CCIC's organizational structure, manpower complement, facilities, and financial capacity. Externally, CCIC has to enhance its linkages at both the local and international levels. Efforts to promote the CCIC should continually be undertaken.

These recommendations are further discussed below.

A. Internal Capability Build-up

- *Organizational Development*

The CCIC has to define its mission; identify, review, or even re-define the "goods and services" it can offer; and define its intended clients in order to establish its "niche" in the realm of climate change and development. It needs to determine the best organizational structure that can contribute to the achievement of its mission. It has to maintain and further source its financial resources to equip itself with the required manpower complement and physical support.

- *Manpower Complement*

In order to gear up for its expanded role, the CCIC has to be managed at the helm by an Executive or Managing Director with a staff complement to not only perform information dissemination, research, web development and maintenance, but also full marketing and fund raising tasks.

- *Facilities*

The CCIC has to be equipped with state-of-the art hardware and software facilities on climate change information as well as the capability to maintain such equipment and materials. Together with this should be the competent technical staff and support to manage said facilities, including its library facilities.

- *Financial Resources*

The CCIC is strongly encouraged to develop and undertake activities and services that will generate income which will continually serve as the source of its operational budgetary requirements. It should be noted that these activities are consistent with its mission framework. At the same time, it is encouraged to seek donor funding from local and international funding institutions.

To determine the CCIC's capability to continue beyond its present project activity status, it is recommended that a Sustainability Plan be developed to specify the feasible revenue-generating activities and services that it could undertake while pursuing its basic mission and goals. The Plan should also recommend the best organizational set-up to realize CCIC's sustainability.

B. External Capability Build Up

- *Institutional Linkages*

The CCIC should organize, and continue, harnessing efforts towards establishment of linkages with local and international institutions like the academe, non-governmental organizations in the same pursuit as climate change, relevant government agencies, and the private or business sector. Such linkages will lead to pooling of technical resources and manpower efforts and more solid cooperation.

- *Promotional Efforts*

The CCIC should include in its sustainability plan a marketing plan or strategy that will further enhance CCIC's distinction as a focal point on climate change information and research in the Philippines and ASEAN.

Annex 1

Deliverables of the MO/CCIC Under Subcontract Agreement # A4201-8S-0007

Basic Duties and Tasks

At a minimum, the Subcontractor shall perform the following basic tasks, in expeditious manner, within the 2-year period of this Subcontract:

1. Establish and Maintain a Website

The Center will establish a website containing basic information on climate change and the Philippine Government's response. The website will provide: basic descriptions of the positive economic and social sector impacts of the Philippine Government's climate change mitigation programs; links to other websites with information on "climate-friendly" energy supply and end-use technologies; an e-mail address for exchange of questions and answers; an electronic discussion group on GHG mitigation options for the Philippine Energy Sector; the ability to upload into the website in HTML versions, the *National GHG Emissions Inventory* and others documents reported by IACCC to the Framework Convention on Climate Change Secretariat, as required by the Convention.

2. Field Basic Questions and Inquiries

The Center will respond to all questions and inquiries sent by e-mail, fax, phone, or letter.

3. Provide hard copies of Technical and Informational Materials

In response to specific requests, the Center will provide either hard or electronic copies of technical and informational materials requested by the users.

4. Develop and Conduct Basic Briefings

Upon request, the Center will develop and conduct basic briefings and training modules on climate change for specific stakeholder groups such as: schools and universities, business and trade associations, community groups, and local government units.

5. Publish an Annual Philippines Energy and Climate Brief

The Center will publish an annual Philippines Energy and Climate Brief that outlines activities of the IACCC, the Department of Energy, and other Philippine Government agencies in combating climate change.

6. Publish at Least Eight Articles

Each year, the Center will publish at least eight articles regarding Philippine responses to climate change in newspapers, newsletters, or such publications with national and international circulation.

7. Link with the PowerNet

The Center will link their website and other activities closely with the PowerNet information network at the DOE and similar IEC activities of the DENR and DOE.

8. Maintain Linkages with Counterpart Organizations

The Center will maintain linkages with their counterpart agencies in other countries in order to stay current on state-of-the art climate change information and outreach programs. In preparing the Center to become the (Asian) regional climate change information center, it is recommended that the Center maintain continuous linkages with counterpart organizations as well as oversight organizations on climate change. The Center's local staff and counterparts in the GOP shall participate in their planning or organizational meetings, local and international, to determine the requirements and plan for the next steps towards becoming the national and regional climate change information center.

9. Establish Linkages with Other Organizations which could help promote the Dissemination of Information on Climate Change

The MO could make available the Center's electronic and multi-media resources to organizations, like the Philippine Foundation for Science and Technology (PEST), Philippine Network on Climate Change, the Department of Science and Technology (DOST), Philippine Council for Industry and Engineering Research and Development (PCIERD), Consortium of UP, La Salle and Ateneo, and others. In this manner, the CCIC can facilitate the dissemination of facts and new technologies regarding climate change to a much wider audience.

Annex 2

Methodology of the Evaluation

For purposes of this evaluation, the deliverables, totaling to 11 items, in Annex 1 were re-grouped into the following categories and assigned equal weights of importance to calculate an overall performance rating.

Category A: Day-to-Day Responses of the CCIC

1. Library Services
 - 1.1 Field Basic Questions and Inquiries
 - 1.2 Provide Hard Copies of Technical Information
2. Development and conduct of basic information dissemination activities
 - 2.1 Briefings
 - 2.2 Trainings
 - 2.3 Launching Ceremonies

Category B: Major Activities

1. Establish and Maintain a website
2. Publish a Philippine Energy Climate Brief
3. Publish at least 16 articles
4. Link with Powernet
5. Maintain linkages with other organizations and acquisition of information on climate change

Rules for assigning the ratings and equivalent points:

1. Each one of the 16 deliverables that fall under these categories is first reviewed in a checklist manner, as follows:

-	If the item is
delivered, a notation of "✓" is written	
-	If the item is not
delivered, a notation of "x" is written	
2. For each item that is delivered, a rating is assigned in terms of quality. Each rating has an equivalent number of points and defined as follows:

Excellent (E): 5 points

- Deliverable(s) submitted/delivered ahead of the prescribed time frame and
- Output delivered is way above expectation or much more than what is prescribed in the TOR, i.e. in establishing linkages, there were MOUs entered into, linkages were extended to international organizations.

Very Good (VG): 4 points

- Deliverable(s) submitted/delivered within the time frame and
- Output delivered is above expectation or more than what is prescribed in the TOR.

Good (G): 3 points

- Deliverable(s) submitted/delivered within the time frame and
- Output delivered is according to the TOR.

Fair (FR): 1 point

- Deliverable(s) submitted/delivered is beyond specified time frame (late).
- Quality of the output delivered is below the minimum requirement prescribed in the TOR.

Fail (F): 0 point

- There was no output delivered at all.

3. Based on the rating scale described above, the overall and contractual performance ratings will be based on the following point system:

For Overall Performance	Rating	For Contractual Performance
50 - 55	Excellent	20 points
45 - 49	Very Good	18 - 19
41 - 44	Good	15 - 17
35 - 40	Fair	12 - 14
Below 35	Fail	Below 12

Note: For overall performance, the highest possible score point to be garnered given a total of 11 deliverables is 55 while the lowest score point is 0. For contractual performance, the highest possible score point is 20 while the lowest score point is 0.

Annex 3

Qualitative Evaluation per Deliverable

Category A: Day-to-Day Responses

1. Library Services

Rating: Excellent

The MO-CCIC accomplished more than the required deliverables stated in the contract.

The Library Services of the Climate Change Information Center provided a means for promoting and disseminating information on climate change to a wide and varied clientele.

Access to CCIC's information and technical references was done electronically through its website, through phone-in queries, and through actual research by walk-in visitors. The CCIC's physical facilities were also used as venue for meetings, discussions groups, orientation, fora, and film showing by groups internal and external to CCIC.

Through these activities, the CCIC was able to reach out to clients from different sectors namely, students, faculty, researchers, scientist-experts, government staff, NGOs, cause-oriented groups, and some industry representatives. Students who visited CCIC not only came from Metro Manila but from Laguna in Region 4 and Bacolod in Region 7. There were occasions when visitors from international organizations held meetings at and toured CCIC and the Manila Observatory.

Actual data describing the Library Services Feedback are referenced as Annex 4.

Survey results:

Overall feedback ¹ on CCIC library services indicated the users' satisfaction. Evaluation criteria used were (a) availability of books, journals, and current contents related to the researcher's field of specialization; (b) ease of finding information; (c) library layout; (d) facilities; (e) research atmosphere; and (f) staff services assistance. The feedback also included suggestions to further enhance CCIC's library services. These are on the following areas:

¹ Three different surveys among CCIC users were undertaken in October 1999, September 2000 and October 2000. Focus of the surveys is on the extent of the use and effectiveness of the CCIC's website and library services. Actual results of the surveys are referenced as Annex 4.

- a. References/Materials/Resources – need to add more books and reference materials on a wider range of reference materials like legal documents on climate change issues and concerns, Filipiniana materials, and children’s instructional materials. It is suggested that the materials be maintained in different media, aside from hard copies, e.g. CD, VHS, electronic.
- b. Physical Layout - need to re–layout the present physical set–up to further enhance the “atmosphere and ambience” of the CCIC as an information and research domain and to make it more “user–friendly”. The current layout needs to distinguish the research area from the reading area. A counter for borrowing/inquiring on reference materials needs to be put in place. There is a need to increase furniture, like tables and chairs, magazine/newspaper racks, and bookshelves. A card catalogue system should be in place to address the needs of its users.
- c. Facilities - need to install more computers for better and more access to online research resources by its users.
- d. Library Supervision - need to hire a librarian and library staff who will supervise the physical resources and provide assistance to all the users, respectively. The Center’s Project Coordinator and/or Research Associate should continuously track and respond to queries posted in the website.

2. Develop and Conduct Basic Briefings

The MO–CCIC accomplished activities prescribed under the contract as well as activities beyond the contract’s defined briefings, like fora, international convention and exhibits. In this manner, the MO–CCIC was able to widen the extent of disseminating climate change information. *Fora, international convention, and exhibits* are categorized as delivered outputs outside of the TOR/contract and rated in the same manner as deliverables prescribed under the contract. The basis for this same rating is that the additional outputs are of equivalent magnitude with the information dissemination activities prescribed under the contract. These are elaborated further in Annex 5 – Delivered Outputs outside of the TOR

The specific features of how the Basic Briefings were undertaken and accomplished are described in the following paragraphs.

a. Briefings

Rating: Excellent

Briefings are one of the media to disseminate information to increase awareness and knowledge on climate change among various stakeholders.

The CCIC's performance in conducting briefings is excellent. Since its June 1999 launching, the CCIC has utilized briefings as an instrument to disseminate information on climate change, as well as, create further awareness on the need to address climate change concerns. Basis for this rating is reflected on the 22 different briefings (in the form of lectures, center visits, and center tours/trips) that the CCIC undertook from January 1999 to October 2000. Through these briefings, the CCIC has disseminated information and raised awareness on climate change to a total of 938 individuals or stakeholders. The stakeholders were representatives of entities, such as: (1) the Ateneo de Manila University, its different departments and science classes, (2) Don Bosco in Canlubang, (3) Luzon Colleges, (4) Philippine Science High School, (5) University of Santo Tomas' Physics Students, (6) Laguna Bel Air, (7) Catholic Women's League, (8) Philippine Association of Tertiary Level Educational Institutions on Environmental Protection and Management, (9) Philippine Military Academy, and (10) International Institute for Energy Conservation. It was worth noting that one briefing entitled "Climate Change Watch in the 21st Century" was held at a local radio station. Use of this medium enabled the CCIC to reach and inform a wider populace in just a brief radio coverage. The "ripple effect" of information dissemination through the briefings mode is effective.

Actual data summarizing the Briefings conducted are presented as Annex 6.

b. Trainings

Rating: Excellent

During the period covered by this evaluation, the MO-CCIC was able to prepare the groundwork for the conduct and delivery of training programs. It was able to design five modules for the academic community, the business and investments community, policymakers, and the stakeholders. The five modules were: (1) Health and Climate Change; (2) Energy and Transport; (3) Policy; (4) Impact Assessment; and (5) Education. Actual conduct of these the trainings will be during the extension period.

The MO-CCIC conducted fora, international convention, and participated in local and international exhibits. The fora, convention, and exhibits are activities given equivalent value as training activities inasmuch as both methodologies have the same objectives of sharing information and knowledge to a larger audience and stakeholders. Details on these training activities: Fora, Convention, and Exhibits are referenced as Annex 7.

c. Launching Ceremonies

Rating: Excellent

MO-CCIC is rated: excellent for the accomplishment of two launching activities. Its first major undertaking was the successful launching of the Center at the Malacañang Palace in June 1999. The launching was a gathering of high-ranking officials from

the national government, the US government, and other stakeholders. The highlight of this ceremony was the launching of the website: www.ccic.ateneo.net.

The second launching activity was held in June 2000. The CCIC website was again launched with more enhanced features and better accessing capability.

Category B: Major Activities of the CCIC

1. Establish and Maintain a Website

a. Establish

Rating: Excellent

The MO-CCIC successfully established the CCIC website. Its formal launching was in June 1999.

b. Maintain

Rating: Very Good

The website is the main feature of the Center and, thus, its maintenance is imperative. The MO-CCIC's rating in maintaining the website is very good. It has handled the up-keep of the website. As of the first quarter of 2000, the website has had 7000 hits and has been accessed by different users. The latest group to know about the CCIC website and who actually accessed it were the Senior Officials on Energy from the 10 ASEAN countries.

The CCIC regularly enhances the website to provide state-of-the art information on climate change. The CCIC website was launched for the second time in June 2000.

The MO-CCIC conducted mini feedback surveys on the website in October 1999, September 2000 and October 2000 to determine the strengths as well as areas for improvement of the website. Actual results of these surveys are presented as Annex 4.

2. Publish a Philippine Energy Climate Brief

Rating: Fair

The MO-CCIC, as an alternative to the deliverable indicated in the contract, is coming up with a monograph, in book form, which will contain the Energy Climate Briefs and the 16 articles on climate change issues. The monograph will be launched in March 2001.

3. Publish 16 articles on climate change issues

Rating: Fair

The MO-CCIC produced the following articles:

- 1) "*The Basic Science of Climate Change and You*" by Fr. Daniel McNamara and Michael Roberto Reyes, was published in the November issue of *Intersect*, a monthly publication by the Institute on Church and Social Issues with national circulation;
- 2) "*High Pollution Levels Detected in Metro*" by Jose Ramon Villarin published on January 31, 2000 in the *Philippine Post Metro*, *Malaya*, and *Today*; and
- 3) "*Planetary Fever?*" by Jose Ramon Villarin published on May 22, 2000 in the *Philippine Star*.
- 4) "*Climate Change Information Center*" by the Climate Change Information Center and the Inter Agency Committee on Climate Change published on June 1999 in the *Philippine Daily Inquirer*.

As an alternative to the required deliverable, the MO-CCIC is coming up with a monograph to feature the required 16 articles prescribed under the contract. For CCIC to create more impact on its clientele and stakeholders, the CCIC opted to come up with a compilation of the required publications in monograph form. Annex 9 presents the List of Articles published from January 1999 to October 2000.

4. Link with PowerNet

Rating: Excellent

CCIC's website was successfully linked to the DOE's PowerNet information network. Although, the link was not fully utilized due to electronic and related problems on the side of PowerNet, the CCIC website still maintains its electronic linkage to PowerNet.

5. Maintain linkages with other organizations and acquisition of information on climate change

Rating: Excellent

CCIC has successfully established linkages with local and foreign organizations from 1999 to the October 2000. The nature of the linkages established ranged from CCIC being a source of information on climate change or being co-partners or co-implementers of research and information dissemination activities to the level of having Memoranda of Understanding (MOU) or Memoranda of Agreement (MOA).

Details on the linkages made by CCIC are presented as Annex 10.

Annex 4

Survey Results on Library Services and Website

Internal - September 20, 2000

Respondents	Web Site Questions					Recommend to others?	Library Services Questions						Recommend to others?
	a	b	c	d	e		a	b	c	d	e	f	
1	3	4	3	4		Y	3	4	3	4	4	4	Y
2	4	4	3	4	4	Y	3	4	4	5	4	4	Y
3	4	4	3	4	4	Y	4	3	3	3	4	4	NY
4	3	4	5	4	4	Y	3	3	3	4	3	3	Y
5	4	4	4	4	4	Y	3	3	3	3	3	3	Y
6	3	3	3	3	3	NS	NA	NA	NA	NA	3	3	
7	4	4	4	4	4	Y	3	3	3	4	4	3	Y
Ave.	3.6	3.9	3.6	3.9	3.29		2.71	2.86	2.71	3.29	3.57	3.43	
Sub-group Average			3.66						3.1				

Internal - October 6, 1999

Respondents	Web Site Questions					Recommend to others?	Library Services Questions						Recommend to others?
	a	b	c	d	e		a	b	c	d	e	f	
1	2	3	3	3	3	Y	4	4	3	4	2	4	Y
2	5	5	5	5	5	Y	5	5	5	5	5	5	Y
3	3	3	2	3	3	Y	3	2	2	4	3	3	NS
4	3	3	2	3	3	--	NA	NA	--	NA	--	N	--
5	3	3	2	3	2	--	3	3	3	3	3	4	Y
6	2	2	1	2	2	N	3	2	2	4	3	3	N
7	2	2	1	2	1	NS	3	2	2	2	1	3	NS
8	2	2	1	2	1	NS	4	3	1	4	3	5	Y
9	3	3	3	3	3	NS	3	3	3	4	4	4	Y
Ave.	2.78	2.89	2.22	2.69	2.56		3.11	2.67	2.33	3.33	2.67	3.44	
Sub-group Average			2.67						2.93				

Legend: Y - yes N - no NS - not sure NA - not applicable NY - Not Yet

Annex 5

Services Feedback Sample Questionnaire

I. WEB SITE

Please give your opinion on the Climate Change Information Center (CCIC) Web site based on the following features.

	Poor				Excellent
1. Content	1	2	3	4	5
2. Organization/Layout	1	2	3	4	5
3. Graphics	1	2	3	4	5
4. Ease of finding information	1	2	3	4	5
5. Navigation (ease of moving around site)	1	2	3	4	5

How did you get to hear about the CCIC web site?

_____ Word of mouth
_____ Brochure
_____ Article in Newspapers, and in what newspaper _____
_____ Conference/tradeshows
_____ Link from another site
_____ Search engine
_____ Others, please specify _____

Would you recommend this to others as a good and worthwhile site to browse into?

_____ Yes _____ No _____ Not sure

How can the CCIC web site be improved further?

II. LIBRARY SERVICES

Please give your opinion on the Library services of the CCIC based on the following features.

	Poor			Excellent		
1. Books/Journals/Current Contents Related to your field of specialization	1	2	3	4	5	NA
2. Ease of finding information	1	2	3	4	5	NA
3. Library layout	1	2	3	4	5	NA
4. Facilities	1	2	3	4	5	NA
5. Research atmosphere	1	2	3	4	5	NA
6. Staff services/assistance	1	2	3	4	5	NA

How did you get to hear about the CCIC library?

- ☐ Word of mouth
☐ Brochure
☐ Article in Newspapers, and in what newspaper s
☐ Conference/tradeshows
☐ From other libraries
☐ Others, please specify _____

Would you recommend this to others as a good library to go to?

☐ Yes ☐ No ☐ Not sure

How can the CCIC library be improved further?

CLIENT: _____

DATE: _____

ORGANIZATION: _____

ADDRESS: _____

FIELD/S OF INTEREST: _____

Annex 6

Delivered Outputs outside of the TOR

1. Fora

Rating: Excellent

MO-CCIC's performance in undertaking this activity is excellent. It conducted three major fora that tackled critical and more focused aspects of climate change. A total of 260 comprised the audience of the three fora. Information details on the fora held are referenced as Annex 8.

2. International Convention

Rating: Excellent

The MO-CCIC co-implemented with PA Consulting Group the first ASEAN Senior Officials on Energy (SOE) Workshop on Climate Change under the PCCMP. In this workshop, the CCIC was formally introduced to the ASEAN community as their electronic source of information on climate change concepts and concerns. A significant output resulting from CCIC's involvement in this workshop is the Memorandum of Understanding entered into by CCIC (Manila Observatory) with the ASEAN Center for Energy (ACE). In this MOU, the MO and ACE through the CCIC have agreed to undertake collaborative efforts on areas related to energy, environment, and climate change concerns.

As co-implementor, CCIC's performance is excellent. It provided technical expertise and advice, as well as technical support for the identification/choice of workshop materials.

The CCIC as a next step, plans to take on the role of being a lead implementor of International Convention(s).

3. Participation in Exhibits

Rating: Excellent

MO-CCIC's performance on participation in exhibits is excellent. CCIC was highly proactive in participating in major international and local exhibits. It utilized these as opportunities to enhance its "niche" as a national and regional/global information center on climate change. This was also a way for CCIC to identify individuals and institutions as partners in research, information dissemination, and capacity building towards addressing climate change. Participation in exhibits is referenced as Annex 8.

Summary of BRIEFINGS (Visits / Trips / Lectures) to the PCCIC January 1999 to October 2000

Annex 7

Date	Requesting Party (School/Organization)	Purpose/Topic (Title)	Resource Speaker(s)	Venue	Approximate Number of Visitors / Participants
1999					
3 rd Quarter					
Sept. 13		Climate Change	Fr. Jett Villarin, SJ	PCCIC Conference Rm	43
Sept. 19	DZXL Radio Broadcast	Climate Change March in the 21 st Century	Fr. Villarin / Mike Reyes	2/F FRTC Bldg. 106 E Rodriguez Ave., Bg. 1, Pampanga Pasig City	
Sept. 22	Don Bosco Canlubang	CC Orientation	Mike Reyes	PCCIC Conference Rm	57
Sept. 28	Dr. Chan's Class (Biology Dept-AdMU) (MS)	CC Orientation	Mike Reyes	PCCIC Conference Rm	36
4 th Quarter					
Oct. 02	Luzon Colleges	Tour / CC Orientation	Mike Reyes	PCCIC Conference Rm	50
Oct. 02	Dr. Chan's Class (MS)	CC Orientation	Mike Reyes	PCCIC Conference Rm	20
Nov. 05	PSHS	CC Lecture	Fr. Villarin	PCCIC Conference Rm	20
Nov. 15	Dr. Chan	CC Orientation	Mike Reyes	PCCIC Conference Rm	26
Nov. 17	Dr. Chan	CC Orientation	Mike Reyes	PCCIC Conference Rm	20
Dec. 01		CC Orientation	Mike Reyes	PCCIC Conference Rm	10
2000					
1 st Quarter					
Jan. 25	CCIC (organizer)	Sagip Simoy (I)	Fr. Jett Villarin, SJ et al	PCCIC Conference Rm	45
Feb. 02	UST Physics Students-Ivan Culiaba	CC Film Showing + Lecture Change AVP		PCCIC Conference Rm	42
Feb. 12	Alenco Center for Educational Development (ACED)	CC Orientation	Mon Mendoza	PCCIC Conference Rm	40
Feb. 24	Third Year Students of Laguna Belair School	CC Orientation	Mon Mendoza	PCCIC Conference Rm	39
Feb. 29	CCIC (organizer)	Sagip Simoy 2	Fr. Jett Villarin, SJ et al	Escuela Hall, Alenco de Manila University, Loyola	150

Date	Requesting Party (School/Organization)	Purpose/Topic (Title)	Resource Speaker(s)	Venue	Approximate Number of Visitors / Participants
Mar 11	Catholic Women's League (CWL)	Air Quality	Mon Mendoza / Jun Ellis	PICC, Roxas Blvd, Manila	1000
May 11	PATLEPAM	Tour / CC Orientation	Ft. Villarin / Mon Mendoza	PCCIC Conference Rm	40
May 13	Philippine Military Academy	Tour / CC Orientation	Ft. Dan McNamara, Mon Mendoza	PCCIC Conference Rm	60
May 19	Catholic Women's League (CWL)	Environmental Concerns of the Third Millennium	Mon Mendoza, Fr. Jett, Villarin, Gemina Narisma	San Agustin Plaza, 2 nd F, San Agustin Church Complex, Intramuros, Manila	150
May 25	Tulong Dunong HS ADMU	CC Film Showing, CC AVP	Mon Mendoza	PCCIC Conference Rm	12
June 19	Dr. Chan	CC Orientation	Mon Mendoza	PCCIC Conference Rm	18
July 6	Environmental Science Program-ADMU (Partner)	Climate Change	Dr. Comiso (NASA)	PCCIC Conference Rm	30
Sept 13	IIEC (Partner)	Green Buildings (Green Resorts Forum)	Mrs. Gemina Narisma et al	PCCIC Conference Rm	30

Annex 8

List of Fora
January 1999 to October 2000

Date	Partner Organizations	PCCIC's contribution	Title	Resource Speakers	Venue and Time	No. of Participants
2000						
1 st Quarter March 31	HIID, DOE	Venue, Logistics, Materials, Snacks, Resource Speakers, Reactors	Facing the Challenges of Climate Change	Fr. Jett, HIID Professors	Escaler Hall, AdMU, Loyola Hts. QC	150
2 nd Quarter April 3	WWF-Philippines	Resource Speakers, Reactors	Climate Change in the New Millennium: A Philippine Scenario	Fr. Jett, Dr. Rosa Perez, Dir. Muller, Dr. Delos Reyes	EDSA Shangrila Hotel	70
3 rd Quarter Sept 13	Ateneo School of Government, MedNet, CO Multiversity, Ateneo Law School, USAID and TAF	Organizing a group of stakeholders directly involved in international negotiations	Building Public Dispute Resolution Capacity in Environmental Issues	Dr. Larry Susskind and Dr. Fairman	Ateneo Professional Schools, Rockwell Center, Makati City 8:30AM - 12:00 NN	40

Annex 8

Exhibits

January 1999 to October 2000

Date	Type	Organizer(s) / Sponsors	Topic (Title)	Venue and Time
1999				
2 nd Quarter				
April	National	Congress	Earth Day 2000	Batasan Complex, Batasan Hills, QC
3 rd Quarter				
July	Local (schools / colleges / universities)	Department of Science and Technology	DOST Annual Science and Technology Fair	Philippine Trade and Training Center (PTTC), Roxas Blvd. Pasay City
Sept.	International	Interfama International Pte Ltd Interfama Philippines DOE, NPC, REAP, MERALCO, etc	PowerTrends 2000+: The 3 rd International Technology Exhibition for Energy and Power Generation	World Trade Center, CCP Complex, Roxas Boulevard, Pasay City
2000				
2 nd Quarter				
April 8-14	National	Congress	Earth Day 2000	Batasan Complex, Batasan Hills, QC
3 rd Quarter				
Jul 10-15	Local (schools / colleges / universities)	Department of Science and Technology	DOST Annual Science and Technology Fair	Philippine Trade and Training Center (PTTC), Roxas Blvd. Manila

Annex 9

List of Articles Published from January 1999 to October 2000

<i>Title of Article</i>	<i>Author / Editor</i>	<i>Newspaper / Magazine</i>	<i>Date</i>	<i>Volume & Issue</i>	<i>Section and Page</i>
Climate Change Information Center	PCCIC (text) and IACCC (solicitation of keynote messages)	Philippine Daily Inquirer	June 1999 (2 nd Q)		
The Basic Science of Climate Change and You	Michael Roberto S. Reyes, Jr. and Daniel J. McNamara, S.J.	Intersect: The Intersectoral Communicator	November 1999 (4 th Q)	ISSN 0119-2027	Pages 5 and 6
High Pollution Levels Detected in Metro (Alarming Pollution Levels Detected in Metro)	Jose Ramon T. Villarin, S.J. (Science News Asia)	The Philippine Post Metro Malaya Today The Manila Times	31 January 2000 (1 st Q) 2 February 2000 (1 st Q)		Environment Section
Planetary Fever?	Jose Ramon T. Villarin, S.J. Section ed - Antonio R. Pano	The Philippine Star	22 May 2000 (2 nd Q)	Vol. XIV No. 297	Business: Science & Technology, page B-12

Annex 10

Summary of Linkages (National/International Affiliations) as of 22 September 2000

Institution	Types of Organizations	Mode of Contact	Purpose	Contact Person
PATLEPAM	Academe	Written communications, joint activities	Request for briefing and information sharing	EMB
Ateneo de Manila University	Academe	MOA		Fr. Bienvenido Nebres, SJ President
COCAP	NGO	Written communications, attendance to meetings	Consultations, invitation for meetings	Teresa Oliva COCAP Secretary
House of Representatives/Global Legislators Organization for a Balance Environment (GLOBE)	Government	Written communications, joint activities	Requests for exhibits, resource persons	Rep. Hersherson Alvarez
Earth Day 2000 Network in the Philippines	Association (NGOs, Pos, schools, civic, religious org., LGUs, business assns.)	Written communications	Request for exhibits and mobilizations	Mr. Raul Contreras Country Coordinator
Foundation for the Philippine Environment (FPE)	NGO	Written communication, joint activities	Invitation for meetings, request for resource persons, exchange of materials	Mr. Julio Galvez-Tan
International Institute on Energy Conservation (IIEC)- Energy Research	Research and Training	MOA	Requests for resource persons and exchange of materials, joint activities	Mr. Peter Du Pont Managing Director for Asia
Department of Energy (DOE)	Government Agency	Written communications, joint activities	Joint activities	Usec. Cyrill del Caller
Department of Environment and Natural Resources (DENR)	Government Agency	Written communications, joint activities, invitations	Joint activities, invitations for workshops and conference	Usec. Mario S. Roño/ Ms. Joy Goco
Philippine Network on Climate Change	Association	Written communications, invitations, joint activities	Joint activities, invitation for workshops/fora, requests for resource persons; consultations	Mr. Sam Ferrer Convener
Inter-Agency Committee on Climate Change (IACCC)	Government/NGO	Written communications, joint activities, invitations	Joint activities, invitation for workshops/fora, requests for resource persons, consultations, advisory	Ms. Joy Goco IACCC Secretariat
Miriam-PEACE	Academe	Written communications, invitations, joint activities	Joint activities, invitations for workshops and conference	Ms. Tessa Oliva
SIBAT	NGO	Written communications, meetings	Exploratory talks	Ms. Vicky Lopez
Tata Energy Research Institute (TERI)	International Affiliation	Web links	Information sharing	Ulka Kelkar Research associate

Technology and Livelihood Center (TLRC)	Government Agency	Written communications, joint activities	Requests for exhibits, resource sharing	Ms. Maria Livia S. de Leon
International Council for Local Environmental Initiatives, USA Inc. (ICLEI)	International Affiliation	MOA	Joint activities, information sharing, technical assistance, resource sharing	Mr. James E. Brugmann
Philippine Atmospheric, Geophysical and Astronomical Services Administration (PAGASA)	Government Agency	MOA	Joint activities, information sharing, technical assistance, resource sharing	Dr. Leoncio Amadore
United Nations Institute for Training and Research (UNITAR)	International Affiliation	MOA	Joint activities information sharing, technical assistance, resource sharing	Mr. Marcel Boisard
World Wildlife Fund (WWF)	International Affiliation	MOA	Joint activities information sharing, technical assistance, resource sharing	Dr. Celso Roque
CSERGE-University of East Anglia	International Affiliation	Web link	Information sharing	http://www.uea.ac.uk
Institute of Climate, Energy and Environment (ICEE)	NGO	MOA	Joint Activities, information sharing, technical assistance	Ms. Maiton Fernandez